

FACTORS INFLUENCING JOB SATISFACTION OF NURSES IN PUBLIC HOSPITALS

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ABSTRACT: Nurses play a crucial and important role in hospitals. Job satisfaction among any profession helps the individuals to perform better. In profession of nursing, job satisfaction has supreme importance, as they will perform better which ultimately affect the condition of patients. The study aims to examine satisfaction of job (i.e. salary, working hours and work environment) among nurses working in public hospitals. Sample of 385 nurses were selected from public hospitals. It was found, 51.5% nurses satisfied with job. Nurses belonging to different age group have same opinion, they receive honor according to work from peers, hospital administration and doctors, Nurses of different age have same view about feeling depressed due to overload of work, job irritation and emotionally exhaustion from work. Marital status and job status (charged and head nurses) have significant effect on job satisfaction. Seven factors were extracted by using principle component factor analysis which explained 66% total variation. Factors were named as honor and award, professional status, autonomy, interaction, emotional exhaustion, depression, professional associations and found positively correlated. Study reveals that (51.5%) nurses were satisfied with their job and consider they receive honor and reward for their work from colleagues also from hospital administration and doctors. They were not satisfied with working hour and salary respectively. Nursing job satisfaction might be improved through professional assurance and encouraging administrative and reducing working stress and getting reasonable salary. So that it has positive impact on patients' health status as well.

Keywords: Nursing profession, Job Satisfaction, Stress

Introduction

Nursing is a demanding profession which needs a sound physical and mental health. As the nursing profession has vital role in our hospitals. This satisfaction of nurse will ultimately impact on quality of work and continuing of the nursing profession in the same hospital for the long time [1]. Satisfaction with any profession increases the performance of individuals. Job satisfaction of nurses is of great importance because mentally satisfied nurses perform well and keep on working in the same institute [2, 3].

Stress among nursing is considered as a major problem worldwide [4,5,6]. Stress associated with health and level of job satisfaction of nurses will ultimately has an influence on the quality of care they

provide to patients [7]. Number of stressors affects health team members that causes stress, i.e. high workload, emergency cases, communication and relationship with patients' families, understaffed and absence of care from their seniors. Past research indicates that one of the several reasons nurses left the nursing profession of nursing is job dissatisfaction [8].

Therefore aim of the present study was to assess satisfaction level of nurses with their job, salary, working behavior with administration and peers. The study also investigates the burnout in nurses and the influence of nursing profession on personal life.

Literature Review

Much literature is available which address the issues of job satisfaction in nursing profession. Studies have recommended a number of elements of job satisfaction, containing demographic features age, marital status, educational level, attitude towards work, number of working hours [9]. In recent years, many studies were done on nursing profession, a study conducted to determine burnout and job satisfaction among Palestinian nursing students. Study reveals temperate level of burnout and job satisfaction. Nurses face numerous challenges in their everyday life

which may lead job dissatisfaction [10]. Public sector nursing staff was generally less satisfied as compare to private sector. He also discussed workload, pay and the resources accessible to them were common among public center while private sector nurses were disappointed due to less promotional opportunities and pay [11].

Furthermore a research explored the factors which influence job satisfaction, quality of clinical leadership and psychological stress [12]. Job satisfaction was predicted by the variables as; workload, uncertainty of patients, nursing years of experience, behavioral disengagement [13]. Major factors that were associated with nurses' job satisfaction are professional status, autonomy, interaction. Strong correlation exists between nurses' job satisfaction and organizational support [14,15]. Bjork [16] conducted a study to explore the association among nurses' contribution in a hospital and job satisfaction. Nurses were significantly pleased with their jobs and wanted to stay more than a year in the institute they are presently working.

A study directed to investigate relationship and relative contribution between worker mental health and demographic variables for job satisfaction [17]. A study conducted in mainland China in terms of life experience of nurses. Negative relationship was found between nurses' job satisfaction and intentions to leave their current hospital. Whereas job satisfaction is positively associated with organizational commitment, educational level, occupational stress, role conflict, professional commitment, role ambiguity, age and years of work. The study suggests Nurses work satisfaction can be improved by supporting professional and organizational commitment also stress level of nurses can be reduced by decreasing role of ambiguity and role of conflict [18].

Nurse Job satisfaction and patient satisfaction with nursing care; the relationship was organized by [19] in a Taiwan. The inpatient pain management satisfaction, overall job satisfaction was correlated. Nurses were not satisfied for

wages, possibilities of promotion, with working environment and conditions. A statistically significant level of job satisfaction was found with in terms of age [20]. Nursing unit characteristics, especially the concepts of autonomy and task delegation, was most strongly predicted with job satisfaction [21]. Factors such as harmony, nurse physician collaboration, professional job satisfaction, organizational work satisfaction, nursing leadership practices and job stress was found significantly associated [22]. The study shows that stress was negatively correlated with job satisfaction whereas positively associated with nursing experience [23]. Another study showed that nurses were not satisfied in private hospitals and show high level of pride. In London a study was performed for nurses' job satisfaction. Stress problems influence on job satisfaction [24]. Salary levels were found to be associated with job satisfaction [25]. A study was also conducted for the importance of external and internal job satisfaction impact on employment in nursing. The internal and external work values have impact on job satisfaction [26]. Thomson [27] found that patient satisfaction was associated with nurses' satisfaction with job because higher levels of nurse job satisfaction were related with better quality of nursing care.

Methodology

To fulfill of our objective we collected sample of 385 female nurses from public hospitals. A self-administered questionnaire was used for data collection purpose ($\alpha = 0.885$). For statistical analysis in first step we compute frequencies and in second step for inferential analysis purpose we use Man Whitney U test and Kruskal-Wallis H-test for medians comparison. Factor analysis was applied to check the significant dimensions of variables. We computed the summated scores of the extracted factors and then apply Pearson correlation analysis was done to check the relationship between extracted dimensions.

Results: The present study was conducted to identify the factors, which influence the job satisfaction of nurses. In first stage frequencies and percentages were used to describe the purpose of the study. It gives simple summaries about the sample. In second stage inferential analysis is use to reach conclusions. Majority of nurses have age less than 25 years, only 57(14.8%) nurses hold master degree. Other information of demographic variables is presented in Table 1 below.

In our sample (76.5%) nurses were working on the status of charged nurses and remaining were head nurses. Most of the nurses (43.3%) intend to leave current nursing unit. In addition, 198 nurses (51.5%) satisfied with their job and (58%) suggest others to adopt this profession. Majority i.e. 42.5% nurses were strongly agree that they feeling of personal achievement. Most of the nurses agree with factors, like job satisfaction, status and (60%) were dissatisfied with salary given by hospitals. Nurses feel that they have good working relationships with everyone. They have the ability to maintain family life and work life and cover up their emotions. Even nurses' work in night timing has no serious problem except that their income is less according to their working hours.

Table 1: Frequency (percentage) of demographic variables

Variables	Number of Participants (%)
Age	
<25	111(28.83)
25-30	95(24.68)
30-35	90(23.38)
35-40	79(20.52)
>40	10(2.59)
Level of education	
Nursing diploma	192(49.87)
Associate degree	95(24.68)
Bachelor degree	60(15.58)
Master degree	38(9.87)
Monthly income	
<15000	157(40.77)
15000-20000	123(31.95)
20000-25000	60(15.58)
>25000	45(11.69)
Marital status	
Single	165(42.86)
Married	220(57.14)
Satisfaction with job	
Yes	197(51.17)
No	188(48.83)

Nurses' age and impact on job status was not found statistically significant. By using Kruskal Wallis H test, we found nurses each age category have same feelings to receive enough honor and reward according to their work from peers, from nursing administration and physician, good working relationships with supervisor, peers and colleagues. It is common if the amount of work increase from one's capacity may cause emotional exhaustion from work. It is observed that emotional exhaustion from work is equally distributed among different age groups of nurses. Nurses of different age have same feelings (p -value=0.585) about depression due to overload of patients and also heavy workload. There was no significant age difference and irritation from job. The result (p -value=0.061) indicate that nurses year of experience have same opinion according leave the current job. Similarly to check that intend to leave the current working environment were identically distributed with professional experience the calculated p -values is (p -value=0.124) respectively.

Satisfaction with job is more important in any profession. Furthermore, they satisfied with nursing job and professional experience (p -value=0.127) was identical. In addition, to explore the satisfaction with professional status and professional experience (p -value=0.325), as sample shows

that majority of the (55%) nurses were married, the results shows that married nurses have reduced tolerance as compared to unmarried nurses. Timing is more important in any profession. Duty timing have effect on work and satisfaction with job, (p-value=0.045) shows duty timing has effect on satisfaction with job. Job satisfaction depends on many other factors such that salary, facilities, environment and working relationships etc. Duty time has effect on concentration on work (p-value=0.012) and disengaging from work (p-value=0.000). Job status and job type may have effect on satisfaction with the job. Mann Whitney-U test (p-value=0.003) shows that job status has effect on job satisfaction. Job status is also most important. Significant difference exist between nurses status (permanent/temporary) and job satisfaction (p = 0.024), permanent nurses were more satisfied.

Factor Analysis Results

An exploratory factor analysis was performed based on principal component analysis with the items used to measure the job satisfaction of nurses of different hospitals. From a principal component factor analysis of the job satisfaction of nurses of public hospitals, factor loadings and reliability coefficients for each sub-scale were obtained. In table 2, the extraction of eight factors together explained 66% of the variability. After extraction we were naming the factors and compute the reliability of individuals’ factors. Reliability is measured using the Cronbach’s coefficient alpha, the overall reliability of questionnaire (α=0.885) and remaining information about individuals reliability and explained variation shown in table 2. The results shows that the first

factor Professional Status explained the maximum variation 12.445 and the reliability (α=0.855).

We compute summated scores for each factor and perform Pearson’s correlation analysis to study the relationships between factors, significant positive correlation exist between factor professional relationship with honor and reward, autonomy, interaction, emotionally exhausted, weak correlation with depersonalization and personal accomplishment. Honor and reward was positively correlated with professional relationship, autonomy, interaction, emotionally exhausted and negatively correlated with depersonalization, autonomy. Professional association was correlated with autonomy, interaction, emotionally exhausted. The factor autonomy was correlated with interaction, emotionally exhausted. Interaction was correlated with factors emotionally exhausted, depersonalization. Emotionally exhausted was negatively correlated with personal accomplishment because if one can control their emotions and have good feeling about their job, colleagues can never be emotionally exhausted.

DISCUSSION

In this study we found job satisfaction of nurses in public hospitals and most of nurses in favor they suggest others to join this field. These findings are similar to few past studies which suggest that nurses are satisfied with their job [16] [28]. This finding contradicts with such past studies which show that nurses were unsatisfied with their job or nursing profession [24]. Furthermore we found the opinions of nurses receive enough honor and reward according to their

Table 2: Explained variation and reliability analysis of extracted factors

Factor(s)	Explained variation (%)	Cronbach’s alpha	No of items
Professional Status	12.445	0.855	7
Honor & Reward	11.472	0.924	9
Professional Associations	9.301	0.890	7
Autonomy	9.654	0.825	6
Interactions	9.670	0.891	7
Emotional Exhaustion	7.611	0.821	4
Depersonalization	6.094	0.783	4
Total	66.247	0.885	44

Table 3: Correlation analysis results

	PS	HR	PR	A	I	EE	D
Professional status (PS)	1	0.544**	0.304**	0.436**	0.250**	0.140**	0.033
Honor & Reward (HR)		1	0.688**	0.507**	0.201**	0.151**	-0.031
Professional Associations (PR)			1	0.377**	0.130*	0.212*	-0.016
Autonomy (A)				1	0.200**	0.246**	-0.030
Interactions (I)					1	0.421**	0.237**
Emotional Exhaustion (EE)						1	0.015
Depersonalization (D)							1

* p-value < 0.05; ** p-value < 0.001

work from peers, from nursing administration and physician. They have good working relationships with supervisor, peers, physician and colleagues. The organizational support can increase the working strength of nurses, as a number of patients should be satisfied with nurses [29], strong association was also found by [15,18] between job satisfaction and organizational support.

Perhaps one of the exciting results of this study, nurses in any age can face situations depend on their attitude, stamina and feeling towards their job. Intend to leave current nursing unit, nursing facility and satisfaction with job and satisfaction with professional status were all identical with professional experience. A significant level of job satisfaction was found in terms of age and job satisfaction [18,20]. Most of the nurses (60%) were not satisfied with salary package and fifty five percent were dissatisfied with uncertainty of patients. This finding support study of [19] who found nurses were not satisfied with their wages, possibilities of promotion, with working environment and conditions. Salary levels were found to be associated with job satisfaction [10,25]. Increase number of patients can become the cause of shortage of nurses or increased physical and emotional exhaustion [29] and can become the reason of increasing mortality of patients [29]. Past study conclude that marital status has great influence on job satisfaction hours [9]. e also found that marital status has effect on sense of tolerance reduced. It was also examine duty timing has effect on satisfaction with job, difficulty to concentrate on work and disengaging from work. According to the present study Job designation and job type have effect on satisfaction with job. Permanent jobs and good professional status is a great source of satisfaction with their job and status in any field of life.

Moreover seven factors were extracted by using factor analysis and check the reliability of the data by using Cronbach's alpha, after computing summated scores correlation analysis was done. The results indicate that positive significant correlations exist among the factors, professional status, honor and reward, professional relationship, autonomy, interactions, emotional exhaustion, depression. Similar results suggested by [23], that job satisfaction was negatively correlated with stress and positively with nursing experience.

CONCLUSION

Finally our study concludes that almost equal number of nurses was satisfied and they receive respect from patients, administration, and doctors. Majority of nurses were unsatisfied according to pay and increasing number of patients. Nurses in each age have ability to maintain balance between work life and family life. Marital status effect their job status and job type effect job satisfaction. Satisfaction can be increase by the improvement of salary and working environments of public hospitals and reasonable work can increase the job satisfaction of nurses and their quality of health.

Relevance to clinical practice

Moderate level of job satisfaction of nurses' research reveals and nurses' satisfaction is of utmost importance. Nursing Job satisfaction might be improved through professional

assurance and encouraging administrative and plummeting working stress, role uncertainty and role battle. The results of this study should be used to improve the nurses' job satisfaction and therefore improved patient satisfaction.

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